

# Our Commitment to You

## Health and Safety Cleanliness Standards



**At the Sheraton Dallas Hotel the health and safety of our guests remain of upmost importance to us.**

The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. We have elevated our cleanliness standards and changing hospitality norms. As a part of Marriott International's family of brands, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's **Commitment to Clean.**

## Health & Safety Expertise

*Marriott Global Cleanliness Council consists of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations.*



This council is working on developing a new generation of global hospitality cleanliness standards, norms and behaviors for our more than 7,300 properties around the globe. The Council is chaired by Ray Bennett, Chief Global Officer, Global Operations, Marriott International, and will benefit from knowledge and input from both in-house and outside experts including senior leaders from across Marriott disciplines like housekeeping, engineering, food safety, occupational health and associate wellbeing. The Council also includes advisory members Dr. Ruth L. Petran, Senior Corporate Scientist, Food Safety & Public Health for Ecolab, a global leader in water, hygiene and infection prevention solutions and services; Dr. Michael A. Sauri, Infectious Disease Specialist at Adventist Healthcare; Dr. Richard Ghiselli, Head of the School of Hospitality & Tourism Management at Purdue University; and Dr. Randy Worobo, Professor of Food Microbiology in the Department of Food Science at Cornell University.



## Our Commitment to Clean

*At the Sheraton Dallas Hotel, we have implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19.*

WE'RE IN THIS TOGETHER

Below is an overview of the key components of our plan:

**Technology Innovations:** Enhanced technologies, including the testing of electrostatic sprayers and implementing the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization are being used to sanitize surfaces throughout our hotels.

**Deeper, More Frequent Cleaning:** We have implemented extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas. In public spaces, the Sheraton Dallas Hotel has added to its already rigorous cleaning protocols, the requirement that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. Public spaces, including, but not limited to, the lobby, pool, fitness centers, and meetings & convention spaces, have dedicated staff to sanitize frequently throughout the day. In guest rooms, we have added detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. We also are placing disinfecting wipes in each guest room for guests' personal use.

**Emphasis on Hygiene & Cleanliness:** Employees will be required to be aware of and follow for personal hygiene, physical distancing and Personal Protective Equipment (PPE), in compliance with all federal, state and local public health guidance. Hand sanitizing stations for guest use will be placed in high traffic areas and public spaces.

**Physical Distancing:** We are using signage throughout our hotels to remind guests to maintain social distancing protocols and have removed or re-arranged furniture to allow more space for distancing. In compliance with local and state mandates, occupancy limits and seating capacities have been reduced to allow for appropriate social distancing. We have added partitions at front desks, and food and beverage service lines to provide an extra level of precaution for our guests; and, have implemented line management initiatives to reinforce proper social distancing. For the protection of our guests and employees, we have implemented “upon request only” housekeeping service and no employees are permitted into guest rooms while a guest is present unless for emergency reasons. Masks and gloves are available to all employees.

**Contactless Service/Mobile Technology:** Guests can choose to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app.



**Food Safety Protocols:** At the Sheraton Dallas Hotel, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspections using its food safety ...



...standards as guidelines, and compliance are validated by independent audits. We have also enhanced sanitation guidelines and training videos for employees that include hygiene and sanitizing practices. In addition, the company has modified operational practices for in-room dining and has designed new approaches to buffets.

**Tailored Options for Meetings & Events:** A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees safe. Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing that follows local fire department, as well as state and local health authority guidelines for proper physical distancing. This includes density reduction in all meeting rooms and exhibit hall spaces. Convention public space attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers are being tested in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.



**Associate Health & Safety:** All employees are required to have their temperature taken prior to entering their work area. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 (following the definition of a reportable illness per the CDC) are not allowed to work. Employees are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 to the local health department. If the property is alerted to a presumptive case of COVID-19 at the resort, the property will work with the local health department to follow the appropriate recommended actions.



### **Sheraton Dallas Technology**

***We are utilizing the latest technology to ensure a sanitary environment.***

*Some examples:*

**Thermal Scanners:** will be deployed at employee entry point to allow security officers to conduct non-invasive temperature checks of all employees. Those with a temperature at or above 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or above 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care.



## Other COVID-19 Protocols

*We have been asked about our specific procedures should we be alerted to a case of COVID-19 at our Hotel.*

**Case Notification:** If the hotel is alerted to a suspected case of COVID-19, the guest is directed toward appropriate medical care through Loss Prevention, following the direction of local health authorities. We then conduct additional cleaning and sanitizing protocols of all areas that the guest may have been in during their visit.

**Guest Room Recovery Protocol:** In the event there is a guest with a confirmed case of COVID-19, that guest room is removed from service and undergoes a specific cleaning protocol by a licensed third-party expert. The guest room is not to be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar protocols are used to address offices and other back of house areas.

## Specific Actions and Initiatives

The actions listed below are an overview of the specific protocols that are being implemented during this time. Each operating department has its own customized set of procedures and is built upon the guidance and consultation of infectious disease experts in the country. We continue to refine and update our plan as our experts provide additional guidance.



## Public Spaces and Leisure Amenities

Electrostatic sprayers are being tested to sanitize areas such as public spaces, meeting spaces, restaurants, bars, fitness centers, and back-of-the house.

Additionally, hand sanitizer stations are prominently placed throughout the hotel.

*The frequency of cleaning and sanitizing by dedicated staff has increased in all public spaces with an emphasis on high-touch surfaces.*



## Front Desk/Arrival/Bell Services/Departure

- A lobby greeter welcomes guests and provides guidance on proper check-in procedures, encouraging guests to utilize the Marriott Bonvoy app for mobile check in and mobile key. They also ensure social distancing measures are followed.
- Partitions have been installed at all front desks, concierge, and bell stands.
- Every other front desk station is available in order to maintain distancing.
- Bell services is on a request only basis. Attendants wear appropriate Personal Protective Equipment (PPE) and the bell carts are sanitized after each use. When delivering luggage to the guest's room, it is delivered after the guest is in the room in order to ensure social distancing.



- Stanchions and floor decals provide six-foot social distancing intervals and delineators to properly space guests for line management.
- Guests are encouraged to use their phones to check in, access their rooms, make special requests and order room service that is specially packaged and delivered right to the door without contact. Digital Key Packets/Hotel information is sent to guests' phones.
- Public space attendants are dedicated to regular cycles of guest touch point sanitization.
- Electrostatic disinfecting sprayers are being tested to sanitize areas in the public areas.
- Paper receipts and shared items (for example, pens), have been eliminated.
- Key cards are sanitized after each use.



**The Pool** area attendants are dedicated to regular cycles of guest touch point sanitization.

- Lounge chairs are spaced out and/ or removed from service to maintain social distance, allowing family units of up to 8 people together.
- Cloth chair cushions have been removed.
- Signage is being used throughout pool areas, to remind guests to maintain social distancing protocols.
- Towel kiosk and all other desks and counters are sanitized frequently by hospital-grade disinfectant.

**Fitness center** attendants are dedicated to assisting with the sanitization of equipment after guest use.

- Every other fitness machine is out of order to allow for social distancing between guests.
- There is signage on all equipment and throughout the facility to remind guests of the requirement to wipe down equipment after use.
- Electrostatic disinfecting sprayers are being tested to sanitize all areas in the fitness center.

## Guest Rooms

- Each room receives a “Marriott Commitment to Clean” amenity bag containing hand sanitizer, disinfectant wipes, and a COVID-19 awareness card. Any additional amenity requests are left outside the guest room in a sealed container.
- Non-essential amenities, such as non-disposable glass wear, have been removed from the room.
- There will be an increased frequency of filter replacements and HVAC system cleaning to filter out air contaminants and maximize fresh air exchange.
- All surfaces are thoroughly cleaned with hospital-grade disinfectants.
- ***“Upon request only”*** housekeeping service
- Employees are not permitted into the guest’s room while a guest is present unless for emergency reasons. Masks and gloves are required by all employees.



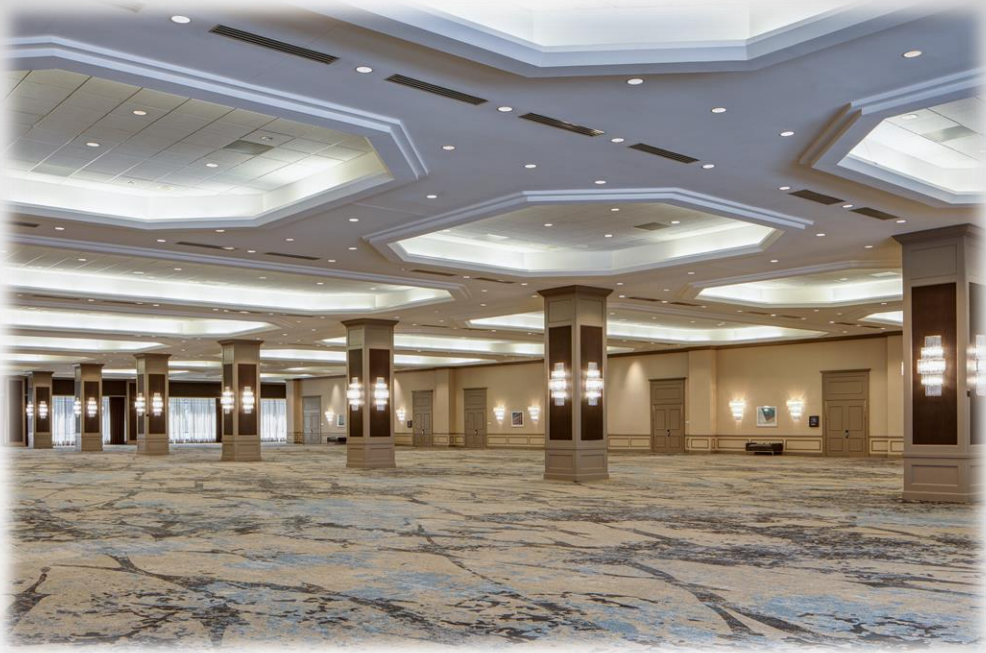
## Parking

- Valet parking service has been suspended.
- There is frequent sanitation of high-touch points before use and between each ride.
- Hand sanitizer and mask self dispenser stations are available at key hotel entrances.
- Hotel self-parking garage, touchless ticket dispensers and exit credit card payment machines are sanitized several times throughout the day.



## Meetings, Conventions & Events

*Our meeting, convention and event attendees are of paramount importance to us and new, comprehensive cleaning and sanitizing protocols have been designed to keep attendees, and our employees, healthy and safe.*



## Banquet Protocol

- Seating capacities and floor plans are reviewed on an event by-event basis at this time. This ensures compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations.
- All shared equipment and meeting amenities are sanitized before and after each use or are single use if not able to be sanitized.
- Buffets and coffee break stations are attended and served by an attendant to eliminate guest contact on serving utensils.
- Prepackaged food on coffee breaks and individually packaged beverages are served.
- Partitions for food service lines have been installed.
- Disposable cups and glasses are used for all breaks.
- Flatware is provided sealed.
- Butler passed food and beverage is suspended.
- Pre-set food and drinks is restricted.



## Meeting Space Protocol

- Seating capacities and floor plans are reviewed on an event-by event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as local fire department regulations.
- Multiple general sessions/breakout tracks for groups to limit mass numbers together at one time have been implemented (when available).
- Use of electrostatic disinfecting sprayers are being tested to sanitize areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- Convention public space attendants are dedicated to regular cycles of guest touch point sanitization. High-touch points such as conference room doors, light switches and other equipment are sanitized after each group's use.
- Electrostatic disinfecting sprayers are being tested for deep sanitization of all meeting room hard surfaces and chairs overnight; completed before the start of the next day's sessions.
- Meeting sets on tables have been removed.
- Water carafes and water pitchers are not placed on meeting tables or water stations.
- Signage is posted outside of meeting and event rooms to remind guests of appropriate physical distancing guidelines.
- Hand sanitizer stations are placed throughout the meeting spaces, convention center, breakout spaces and corridors.
- FAQs are made available on-line to give attendees information about health & safety protocols.

## Restaurants & Bars

In response to the current environment, the Sheraton Dallas Hotel follows enhanced sanitation guidelines and utilizes food safe training for all hosts, servers, food runners, and chefs.



- Seating capacities, floor plans, and occupancy limits are limited to expand distance between diners and in compliance with state and local mandates.
- Hostess and managers manage physical distance and entries, waiting areas, and queues (in addition to signage). Peak period queuing procedures are implemented when guests are not able to be immediately seated.
- Electrostatic sprayers are being tested to sanitize all restaurants and bars every night.
- High-touch points are sanitized throughout the day.
- Bars, tables and chairs are sanitized between each seating.
- Restaurant attendants are dedicated to regular cycles of guest touch point sanitization.
- Digital menu options are available via mobile device to limit printed menus.
- Outlets will offer take out menus, grab-and-go offerings, or counter service where appropriate.
- Check presenters, pens, and all other reusable guest contact items are sanitized after each use.
- Hand sanitizer stations are placed at the entrance to each outlet.



## Associate Initiatives

*Our associates' health, safety, and knowledge are essential for an effective cleaning program. Here are ways we are supporting them:*



- **New & Ongoing Training:** In addition to training on housekeeping and hygiene protocols, associates also complete enhanced COVID-19 awareness training, with more comprehensive training for associates with frequent guest contact including housekeeping, food & beverage, public area attendants, hotel operations, and loss prevention.
- **Temperature Checks:** All associates are required to have their temperature taken prior to entering their work area. Anyone with a temperature at or above 100.4°F or exhibiting any known symptoms of COVID-19 are not allowed to work.
- **Hand Hygiene:** Frequent and proper handwashing practices and utilization of hand sanitizers are both vital to help combat the spread of viruses. In our daily meetings, our associates are reminded that cleanliness starts with this simple act.
- **Personal Protective Equipment (PPE):** Appropriate PPE – masks and gloves – are provided and are required to be worn by associates based on their role and responsibility, as well as in adherence to state and local guidelines. Associates are also trained on proper use and disposal of PPEs.
- **Real Time Information:** The Sheraton Dallas Hotel, corporate and regional teams are on standby 24/7 to support the hotel and coordinate with local and regional authorities.